

B.5.3 SIN 599-3, Lodging Negotiations and Management Services:

The prices below are inclusive of the Industrial Funding Fee (<https://vsc.gsa.gov>). The Service Contract Act applies to SIN 599-3.

Description	Unit of Issue	Commercial Rate	Price or Discount Offered to Government
Lodging Negotiations and Management Services			

B.5.3.1 DEFINITIONS:

Centrally Billed Account: A travel card/account established by the Contractor at the request of the agency/organization. These may be card/cardless accounts. Payments are made directly to the Contractor by the agency/organization.

Long Term Lodging: Lodging accommodations for durations of 30 days or more.

FEDROOMS®: GSA's Governmentwide transient lodging program for all Federal travelers with guaranteed rates and benefits that are at or below per diem rates and comply with all FTR requirements. **FEDROOMS®** provides hotel rooms from 1 to 29 nights in locations worldwide and rates are available through all preferred Government distribution channels.

Fiscal Year: October 1 through September 30

Government Rate: The contract rates established as a result of this solicitation.

Individually Billed Charge Card: A Government contractor-issued charge card issued to authorized employees to pay for official travel expenses for which the charge card contractor bills the employee.

Industrial Funding Fee (IFF): The IFF reimburses the General Services Administration for the costs incurred in procuring and managing the Travel Services Solution.

Net Billing: Negotiated contract and task order rates are guaranteed at the point of sale.

Per Diem Allowance: A daily payment for lodging, meals, and related incidental expenses used instead of reimbursement for actual expenses.

Permanent Change of Station (PCS): The relocation of an employee to a new official station or post of duty for permanent duty.

Special Publication 800-87 (SP 800-87): Provides agency organizational codes used under this schedule for reporting purposes. This standard data element may be used for the interchange of information on federal operations when that information is identified by organization. This publication is available at <http://csrc.nist.gov/publications/nistpubs/index.html>

Temporary Duty Travel (TDY): Travel to a place, away from an employee’s official duty station, where the employee is authorized to travel.

Transient Lodging: Lodging accommodations to include short term and extended stays for durations of less than 30 days.

Travel Management Center (TMC) or Commercial Travel Office (CTO): A company under contract with an agency to arrange travel services for Federal employees on official travel, including tickets and transportation, and reservation of accommodations.

B 5.3.2 DESCRIPTION OF WORK

The Contractor shall provide a lodging program and related services to assist the Government in meeting its lodging needs for temporary duty travel, relocation and/or temporary/permanent change of station. This may include but is not limited to the following:

Analysis	Assessment	Auditing	Benchmarking
Change management	Consulting	Data collection and analysis	e-commerce
Marketing	Market research	Negotiations	Studies
Lodging management	Operational overviews	Operational support	Outsourcing
Per diem and allowance	Performance metrics	Policy development/review	Reporting
Preferred supplier programs	Surveys	Evaluations	Re-engineering
Tax reclamation	Tenant management	Property management	
Financial interface	Lease management	Development/assessment	
Requirements development			

Typical tasks may include, but are not limited to:

- Locate sources
- Negotiate lodging programs to meet agency needs
- Analyze agency lodging spend and make recommendations to maximize use of funds
- Manage lodging programs
- Collect and analyze hotel/property data
- Provide automated tools to support lodging programs
- Audit lodging distribution channels and service providers
- Measure performance
- Provide ancillary support services for lodging programs (e.g., disaster preparedness, meeting space, etc.)

B 5.3.3 SCOPE & COMPLEXITY

The Contractor shall

- Provide the full range of services necessary to satisfy ordering agencies’ lodging requirements. The Government is seeking services that industry normally affords to commercial customers.
- Be capable of providing services for ordering agencies with multiple organizational levels and geographic locations nationwide and/or worldwide as specified in the Scope of the Contract clause.
- Be capable of handling multiple task orders simultaneously.

B.5.3.4 REQUIREMENTS

The Contractor shall:

- Provide lodging services as ordered by agencies and specified herein.
- Ensure that its company and staff maintains any generally required professional certification, accreditation, license, bond, and proficiency relative to their area of expertise. The Contractor shall retain documentation of such records. The Government will not pay for expenses to meet this requirement.
- Perform services and ensure deliverables that are compliant with Government regulations to include, but not be limited to, the Federal Travel Regulation, the Foreign Affairs Manual (FAM), the Joint Federal Travel Regulations (JFTR), Joint Travel Regulations (JTR), other applicable travel regulations, and related agency policies that establish the Federal travel process.
- Provide the same or better level of service as provided to its commercial/corporate customers.

B.5.3.5 TRAVEL MANAGEMENT SERVICE/SYSTEM REQUIREMENTS

In support of ETS/DTS, the Contractor shall ensure that products/services provided to participating agencies complement and support the E-Gov Travel Service (ETS) and Defense Travel System (DTS) and their respective objectives in an efficient and cost-effective manner.

B.5.3.6 PROPERTY REQUIREMENTS

The Contractor shall ensure properties that participate under the program:

- (a) For hotels/motels, have a two star/diamond rating or higher as defined by the American Automobile Association (AAA), NTM Crown, Mobil Travel Guide or approved equivalent.
- (b) Prior to award, the property must be certified in compliance with the Hotel and Motel Fire and Safety Act. All properties must be listed on the Federal Emergency Management Administration (FEMA) Master list as certified in compliance with the Hotel and Motel Fire and Safety Act.
- (c) All properties must be in compliance with all applicable federal, state and local health, safety, security and building code regulations, including those standards for physically disabled persons.
- (d) All properties must be in compliance with the Americans with Disabilities Act.

B.5.3.7 TECHNICAL REQUIREMENTS

The Contractor shall:

- (a) Accept reservations made by the individual traveler, travel management centers, travel manager, administrative personnel or any other person that may be designated by the ordering agency, subject to availability.
- (b) Ensure that negotiated rates are current, accurate and complete, and accessible to Government users in a cost-effective manner. This includes, but is not limited to, working and exchanging data with the ETS or DTS contractor(s) under contract with the

Government. This may include interfacing/integrating with the ETS/DTS provider by providing contact information, telephone numbers, file formats/sample PNRs, open branch access/pseudo city codes; participating in subcontractor/teaming agreements; participating in training and/or meetings; non-disclosure agreements; synchronization and security requirements; testing requirements; etc.

- (c) Ensure that negotiated rates are disseminated in a timely fashion and in accordance with the Contractor's commercial means of providing negotiated rate information throughout its distribution channels.
- (d) Provide ETS/DTS the ability to book, reserve and modify room reservations through on-line systems to include the Government's travel management systems through the Government's preferred suppliers.
- (e) Provide the ability to book and reserve rooms/properties through on-line or other means.
- (f) Ensure the negotiated rate is the rate sold to the user.
- (g) Honor tax exemption for Federal travelers in accordance with the governing state and local municipality taxation practices. A number of States or Commonwealths have already agreed to extend a tax exemption to Federal travelers. A complete listing of State taxation policies can be found at <https://smartpay.gsa.gov> and click on to the Tax Information link at the bottom of the webpage under About GSA SmartPay .
- (h) In the event where taxes are assessed, the Contractor shall separately report room charges from taxes in reports required by GSA.
- (i) Bill for services performed or charges, as negotiated (e.g., room night, cancellation fees).
- (j) Accept payment from multiple sources. The most frequent form of payment is anticipated to be the Government's charge cards (e.g., a standard commercial MasterCard or Visa). Payment is normally made directly to the property by the individual traveler or through the agency. Charge cardissuers under contract currently are: Citibank, JP Morgan Chase and US Bank, but are subject to change. Additional information about the Government's charge card can be found at the GSA SmartPay website (<https://smartpay.gsa.gov>) In addition, an agency may present a purchase order for payment. Presentment of the charge card constitutes an order.
- (k) Provide net billing which shall ensure that merchant discounts or rebates offered are deducted at the point of sale and guaranteeing such discount arrangements. The Contractor shall honor the negotiated rate when presented/provided with the Government charge card number or the charge card account number. In order to affect the recognition of negotiated rates at the point-of-sale, the current Government charge cards use the following 4-digit prefixes:

MasterCard: 5565 or 5568

Visa: 4486 or 4614

- (l) Provide direct billing to an ordering agency as requested. The use of purchase orders also constitutes an order.
- (m) The Government assumes no liability for payment of rooms booked by or on behalf of individual employees unless otherwise specified for direct billings between the Contractor and the ordering agency.
- (n) Provide Government agencies with standard commercial and custom reports as requested. Contractors shall be able to submit reports on a monthly, quarterly and yearly basis, and have the ability to roll up data at an aggregate level. Ensure that all Personal Identifiable Information is deleted from all GSA reports.
- (o) Provide the ability to book and reserve rooms and space for Government meetings and conferences.

B.5.3.8 GSA REPORT REQUIREMENTS

The Contractor shall provide GSA with data and reports detailing the information noted below. Please note, the Government operates on a fiscal year basis of October 1 through September 30 of each year. The information shall be provided in an electronic commercial format readable in Microsoft Excel and emailed to 1) onthego@gsa.gov and 2) travel.programs@gsa.gov or at GSA's option, through an automated reporting tool provided by the GSA to a third-party provider as designated by GSA. All GSA reporting is at no additional cost to the Government. The contractor shall ensure that all Personal Identifiable Information is deleted from all GSA reports.

Agency reports: The Contractor shall provide monthly data and reports that detail each agency's lodging expenditures for the given report period. Data and reports are due to the GSA Contracting Officer within 15 calendar days of the report period end (e.g., for October report end, delivery of report shall be not later than November 15, or the next business day if the due date is on a weekend or Federal holiday). Domestic and international lodging shall be reported separately. For domestic and international lodging, reported data elements shall include, but not be limited to, contract number, SIN, report period, property name, property address, city, state, zip code, totals by hotel rate code for: total number of transactions, total transaction amount (inclusive of taxes), total amount of taxes, total number of room nights, average length of stay.

Government wide reports: The Contractor shall provide monthly data and reports that consolidate and aggregate Federal Government lodging expenditures for a given report period. Data and reports are due to the GSA Contracting Officer within 15 calendar days of the report period end (e.g., for October report end, delivery of report shall be not later than November 15, or the next business day if the due date is on a weekend or Federal holiday). Domestic and international travel shall be reported separately. For domestic and international lodging, reported data elements shall include, but not be limited to, contract number, SIN, report period, property name, property address, city, state, zip code, totals by hotel rate code for: total number of transactions, total transaction amount (inclusive of taxes), total amount of taxes, total number of room nights, average length of stay.